

Mayor's Performance Report

Inspectional Services Department

Quarter 4, Fiscal Year 2010

April 1, 2010 – June 30, 2010



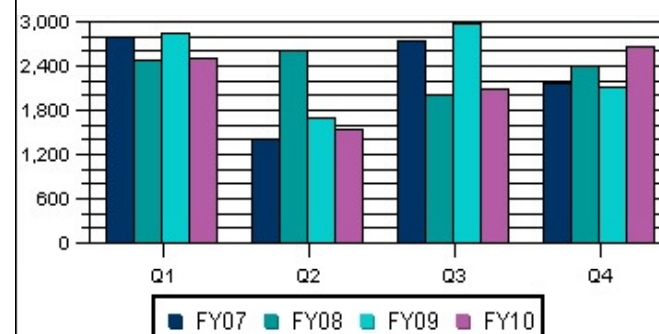
Thomas M. Menino, Mayor

Performance Data

Key Performance Indicators

	FY07	FY08	FY09	FY10		
	Jun	Jun	Jun	Jun		
	YTD Result	YTD Result	YTD Result	YTD Result	YTD Target	Status
Building, Electrical, & Mechanical permits issued	38,937	39,177	36,345	32,416	35,000	
Code enforcement complaints received	9,096	9,471	9,620	8,824	9,000	
Code enforcement complaints responded to within 48 hours	9,096	9,471	9,620	8,824	9,000	
Pct. of code enforcement complaints responded to within 48 hours	100	100	100	100	100	
Code enforcement violations issued	46,756	44,446	12,783	53,989	42,000	
Housing no heat complaints	961	955	1,262	873	1,000	
Pct. of no heat complaints responded to within 24 hours	100	100	100	100	100	
Rental inspections	2,099	1,631	1,884	1,573	1,600	
Rental inspection certificates issued	1,631	1,012	1,745	2,513	1,200	
Total number of vacant lots reported	123	189	157	191	125	
Vacant lots cleaned by ISD	--	46	37	56	40	
Vacant lots cleaned by owner	--	32	23	43	25	

Code Enforcement Complaints Received



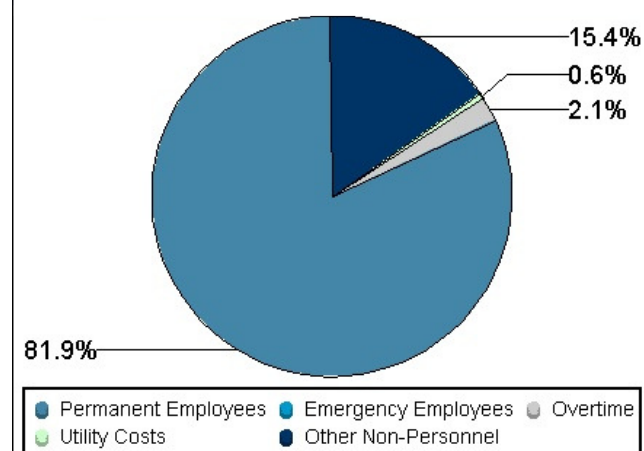
Administrative Performance Data

	FY07	FY08	FY09	FY10
	Jun	Jun	Jun	Jun
	YTD Result	YTD Result	YTD Result	YTD Result
A.1 ISD FTE	230	230	223	222
A.2 ISD-% of Workforce-people of color	33	32	32	31
A.3 ISD-% of Workforce-women	34	36	36	36.6
A.4 ISD-% of total person hours absent	4.64	4.17	4.13	4.17
A.5 ISD-Hours absent per employee	76.98	72.53	71.77	71.81

Budget Data

	FY07	FY08	FY09	FY10	Change FY09 - FY10	Pct Change FY09 - FY10
	Actual Expense	Actual Expense	Appropriation	Appropriation	Change FY09 - FY10	Pct Change FY09 - FY10
Total Permanent Employees	11,661,018	12,189,891	12,895,264	12,839,386	-55,879	-0.43%
Total Emergency Employees	32,471	6,898	0	0	0	0.00%
Total Overtime	411,560	373,709	371,000	330,200	-40,800	-11.00%
Utilities	97,348	94,042	84,936	91,227	6,292	7.41%
Other Non-Personnel	2,363,805	2,612,119	2,603,700	2,422,312	-181,388	-6.97%
Total Expense	14,566,202	15,276,659	15,954,900	15,683,124	-271,776	-1.70%

Summary of Annual Budget: FY10



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Performance Highlights

- The number of Code Enforcement complaints dropped by nearly 800 in FY10. This is likely the result of the law recently enacted by the State Legislature, and adopted by the City of Boston, which gives the City more means to collect the fines attached to violations that result from Code Enforcement complaints. Additionally, the Department has instituted a wider array of shifts which has increased coverage, and therefore violations. The number of violations issued has increased 9,543 since FY08 and the Department exceed its FY10 goal by 11,989 violations issued. Ultimately, more effective enforcement has reduced complaints by identifying and citing violations before citizens complain.
- The number of rental inspections did not meet its target and is lower than previous years. The major factor in this reduction is an increase by colleges and universities in "on campus" housing. This trend creates a smaller pool of residential units subject to the turnover associated with student housing, which has historically driven up inspection numbers.
- In FY09, ISD started a campaign to contact and educate lot owners about cleaning vacant lots. It is the goal of the Department to ensure that owners take responsibility for cleaning their vacant lots. To this end, the Department has a lien process in place which is designed to give owners an incentive to clean their own property or the City can recoup the cost of bring the property up to acceptable standards. Despite these efforts, the number of lots cleaned by ISD in FY10 exceeded the Department's goal.

Measure Notes

- The number of code enforcement complaints received is determined by a wide number of factors, including weather events and economic conditions leading to property abandonment. In addition to identifying how the number of complaints change year-to-year, ISD focuses on ensuring timely follow up to constituent concerns, performance tracked by the measure "Code Enforcement Complaints responded to within 48 Hours".
- Code enforcement violations issued: New technology improvements implemented during FY09 allowed the department to change from tracking the number of code enforcement tickets issued to the number of code enforcement violations issued. Individual code enforcement tickets can include multiple violations for a specific property or address. By tracking violations data, the department can gather more actionable information. FY09 data on violations is unavailable for the full year; however, FY07 and FY08 reported data are comparable to the FY10 methodology.
- Vacant Lots Cleaned by ISD and Vacant Lots Cleaned by Owner: Beginning in FY09, ISD has made an effort to identify and contact the owners of vacant lots, in order to have the owners clean them. Thus, lower numbers for the measure Vacant Lots Cleaned by ISD indicate better performance, whereas higher numbers for the measure Vacant Lots Cleaned by Owners indicate better performance.

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Measure Definitions

Building, Electrical and Mechanical Permits Issued: This measure represents the number of building, electrical, and mechanical permits issued in a given month.

Code enforcement complaints received: This measure represents the number of complaints placed through the Mayor's Office, the ISD switchboard, or the code enforcement division.

Code enforcement complaints responded to within 48 hours: This measure represents the number of code enforcement complaints that inspectors address by writing a ticket or finding no cause to do so within 48 hours.

Pct. of code enforcement complaints responded to within 48 hours: This measure represents the percentage of code enforcement complaints that the department addresses within forty-eight hours.

Code Enforcement Violations Issued: This measure represents the number of code enforcement violations issued. Individual code enforcement tickets can include multiple violations for a specific property or address.

Housing "no heat" complaints: This measure represents the number of "no-heat" calls made to the Mayor's hotline and the ISD switchboard and walk-ins about "no heat." "No heat" season runs from September 15th through June 15th.

Pct of housing "no heat" complaints responded to within 24 hours: This measure represents the percentage of "no heat" complaints to which ISD responds within twenty-four hours.

Rental Inspections: This measure represents the number of inspections of rental units done per the rental re-inspection Ordinance.

Rental Inspection Certificates Issued: This measure represents the number of certificates issued after a unit passes its rental inspection. Should violations be noted on the initial inspection, a follow-up inspection will be scheduled and all violations need to be corrected before the Rental Inspection Certificate is issued.

Total Number of Vacant Lots Reported: This measure represents the number of vacant lots reported to ISD by constituents.

Vacant Lots Cleaned by ISD: This measure represents the number of vacant lots reported to ISD that are cleaned by the department. The vacant lot inventory, whenever possible, is cooperatively cleaned by available staff from ISD, DND and Basic City Services.

Vacant Lots Cleaned by Owner: This measure represents the number of vacant lots reported to ISD that are cleaned by the owner. In FY09, ISD has made an effort to identify and contact the owners of vacant lots to have the owners clean them.

FTE: This measure represents the number of full time equivalents in the department.

% of Workforce-people of color: This measure represents the percentage of people in the department which are not categorized as white.

% of Workforce-women: This measure represents the percentage of people in the department which are women.

% of total person hours absent: This measure represents the percentage of total hours lost due to sick, AWOL, FMLA & tardy, among others. Hours lost due to vacation, personal time, and injury are not included.

Hours absent per employee: This measure represents the total number of hours absent per employee. Hours absent includes such categories as Sick, FMLA, AWOL, & tardy, among others. It does not include lost time due to vacation, personal time, or injuries. Please note that the methodology for calculating this measure changed between Q3 and Q4 of FY10 in order to improve its accuracy.